

Science Technology and Research Incidents Report

1/1/2010 to 1/31/2010 as of 2/1/2010

Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents Bottom Number - FCR Met	
				Low	Total
Help Desk	Application	Error	Symantec Endpoint	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Metro A Desktop Support	PC/Laptop	Error	None	1 1	1 1
			Total	1 1	1 1
		Performance	None	1 1	1 1
			Total	1 1	1 1
		Total		2 2	2 2
		Total			2 2

	Low	Total
Total	3 2	3 2

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes. Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - Missed Initial Response	
				Low	Total
Help Desk	Application	Error	Symantec Endpoint	1	1
				0	0
			Total	1	1
				0	0
		Total		1	1
				0	0
	Total			1	1
				0	0
Metro A Desktop Support	PC/Laptop	Error	None	1	1
				0	0
			Total	1	1
				0	0
		Performance	None	1	1
				0	0
			Total	1	1
				0	0
		Total		2	2
				0	0
	Total			2	2
				0	0
Total				3	3
				0	0

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents	
				Bottom Number -Average time in hours	
				Low	Total
Help Desk	Application	Error	Symantec Endpoint	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			1 0.00	1 0.00
Metro A Desktop Support	PC/Laptop	Error	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Performance	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		2 0.00	2 0.00
	Total			2 0.00	2 0.00
Total				3 0.00	3 0.00

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	Total
Help Desk	Application	Error	Symantec Endpoint	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Metro A Desktop Support	PC/Laptop	Error	None	1 0	1 0
			Total	1 0	1 0
		Performance	None	1 0	1 0
			Total	1 0	1 0
		Total		2 0	2 0
	Total			2 0	2 0
Total				3 0	3 0

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

				Top Number - Total Incidents	
				Bottom Number - Average time in hours	
				Low	Total
Help Desk	Application	Error	Symantec Endpoint	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			1 0.00	1 0.00
Metro A Desktop Support	PC/Laptop	Error	None	1 0.02	1 0.02
			Total	1 0.02	1 0.02
		Performance	None	1 0.08	1 0.08
			Total	1 0.08	1 0.08
		Total		2 0.05	2 0.05
	Total			2 0.05	2 0.05
Total				3 0.04	3 0.04

INC000000064366	Application	Error	Symantec Endpoint Prote	TIR Missed: No	TIR: 0.00
Help Desk	Science Technology and	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000057640	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00

Metro A Desktop Support	Science Technology and	Low		Closed	TTR Missed:	No	TTR:	0.03
INC000000068020	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Science Technology and	Low		Resolved	TTR Missed:	No	TTR:	0.15